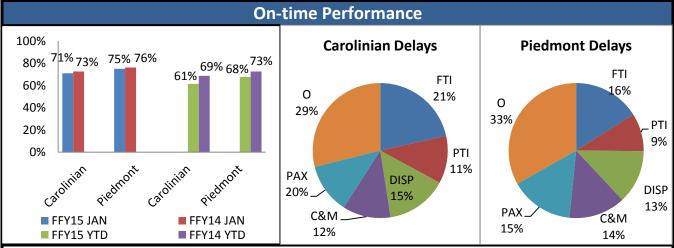


PIEDMONT & CAROLINIAN PERFORMANCE SNAPSHOT NCDOT RAIL DIVISION JANUARY 2015

NCDOT RAIL DIVISION JANUARY 2015								
Ridership								
	FFY15 JAN	FFY14 JAN	Δ	FFY15 YTD	FFY14 YTD	Δ		
Carolinian	19,996	21,662	-8%	100,134	92,842	8%		
Piedmont	12,243	12,324	-1%	59,565	60,127	-1%		
Total	32,239	33,986	-5%	159,699	152,969	4%		
			# of Trains	FFY15 JAN	FFY14 JAN	Δ		
Average number of passengers per train		Carolinian	62	323	349	-8%		
		Piedmont	122	100	101	-1%		
Revenue								
	FFY15 JAN	FFY14 JAN	Δ	FFY15 YTD	FFY14 YTD	Δ		
Carolinian	\$1,250,942	\$1,340,915	-7%	\$6,317,640	\$5,629,207	12%		
Piedmont	\$251,268	\$250,102	0%	\$1,239,415	\$1,198,036	3%		
Total	\$1,502,210	\$1,591,017	-6%	\$7,557,055	\$6,827,243	11%		
Amenities	Mo. Surcharge	\$5,802	Mo. Expense	\$914	Mo. Surplus	\$4,888		

*Average revenue per rider was \$62.56 for the Carolinian and \$20.52 for the Piedmont. Average number of passengers per train is monthly ridership divided by number of operating trains, assuming regular operations for FY14. Amenities surcharge is only for Piedmont service. Trains 73 and 74 were cancelled on January 28 due to equipment breakdown en route; buses were arranged to allow passengers to complete their trips.



*Carolinian and Piedmont delays were 6,082 and 2,868 minutes, respectively. FTI - Freight Train Interference; PTI - Passenger Train Interference; DISP - Dispatch Related; C&M - Construction, Maintenance; PAX - Any Passenger Related; O - All Other Delays (e.g. weather, mechanical). Carolinian trains arriving within 20 minutes and Piedmont trains within 10 minutes of schedule are considered on time.

Overall Customer Statisfaction						
	FFY15 DEC	FFY14 YEAR-END	Δ			
Carolinian	83%	75%	8%			
Piedmont	91%	88%	3%			

*The customer satisfaction index (eCSI) is calculated from rider survey data conducted on line; the eCSI is for one month prior to the current report month. Overall satisfaction is defined as average scores greater than or equal to 80. Customer satisfaction goals for FFY 2014 were 82% for the Carolinian and 92% for the Piedmont.

North Carolina City Pairs with Largest Ridership					
	Carolinian	Piedmont			
1	Charlotte - Raleigh	Charlotte - Raleigh			
2	Raleigh - Washington	Charlotte - Cary			
3	Charlotte - Durham	Charlotte - Greensboro			
4	Greensboro - Washington	Charlotte - Durham			
5	Durham - Washington	Greensboro - Raleigh			
6	New York - Raleigh	Durham - Greensboro			
7	Cary - Washington	Cary - Greensboro			
8	Durham - New York	Charlotte - HighPoint			
9	Charlotte - New York	Cary - Durham			
10	Philadelphia - Raleigh	Burlington - Charlotte			

*Of the ten city pairs with the highest ridership, from the previous FFY month Philadelpia - Raleigh had the largest increase of 46% and Charlotte - New York the largest decrease of 23% for the Carolinian; Cary - Durham had the largest increase of 33% and Burlington - Charlotte the largest decrease of 29% for the Piedmont.

Carolinian and Piedmont Total Ons-Offs at North Carolina Stations FFY15 JAN FFY14 JAN Δ **Charlotte** 11,829 12,900 -8% Raleigh 8,179 7,930 3% Greensboro 8,444 7,651 -9% **Durham** 6,097 6,243 -2% 4,699 4,423 Cary 6% **High Point** 2,259 2,352 -4% Wilson 1,877 1,930 -3% **Burlington** 1,695 1,658 2% Salisbury 1,479 1,597 -7% **Kannapolis** 1,339 1,162 15% **Rocky Mount** 1,086 1,084 0% 503 529 Selma-Smithfield 5%

^{*}The values represent passenger ons and offs at North Carolina stations for only state-supported routes and do not include those of other Amtrak services. The values should not be construed as total ridership.



